

**BUREAU OF HIGHWAYS
REQUEST FOR PROPOSAL
for
QUALIFICATIONS BASED SELECTION FOR PREQUALIFIED SERVICES**

The Michigan Department of Transportation (MDOT) is seeking professional services for the project contained in the attached scope of services.

If your firm is currently pre-qualified for this type of work and you are interested in providing services, please indicate your interest by submitting a Proposal. The Proposal must be submitted in accordance with the latest "Vendor Selection Guidelines for Service Contracts," available on the MDOT website.

For efficiency sake, we are asking that the vendor firm provide 5 paper copies (1 unbound and 4 bound) of the Proposal to the MDOT project manager named in the attached scope of services.

These copies must be received by 12:00pm on Thursday, December 8, 2005. Fax and electronic copies are not acceptable.

In addition, provide one unbound copy to:

Regular Mail:

Secretary, Operations Contract Support
Michigan Department of Transportation
P.O. Box 30050
Lansing, MI 48909

OR

Overnight Mail:

Secretary, Operations Contract Support
Michigan Department of Transportation
425 W. Ottawa
Lansing, MI 48933

This copy is to be received within three working days after the due date and time specified above. Please do not deliver in person.

Any questions relative to the scope of services must be submitted by e-mail to the MDOT project manager. Any questions must be asked at least three working days prior to the due date and time specified above. All questions and their answers will be placed on the MDOT website as soon as possible after receipt of the questions. The names of vendors submitting questions will not be disclosed.

For a cost plus fixed fee contract, the selected vendor must have a cost accounting system to support a cost plus fixed fee contract. This type of system has a job-order cost accounting

system for the recording and accumulation of costs incurred under its contracts. This contract is being funded by MDOT ITS operational funds.

The selection team will review the information submitted and will select the firm considered most qualified to perform the engineering services based on the proposals. MDOT may or may not request presentations from up to three firms to aide in the selection process. The selected vendor will be contacted to confirm capacity. Upon confirmation, that firm will be asked to prepare a priced proposal. Negotiations will be conducted with the firm selected.

The maximum allowable pages for your proposal shall follow the guidelines detailed in Exhibit F of the Vendor Selection Guidelines (October 2004, Rev 01-20-05) for \$100,000 - \$500,000 contracts.

MDOT is an equal opportunity employer and MDOT DBE firms are encouraged to apply. The participating DBE firm, as currently certified by MDOT's Office of Equal Opportunity, shall be listed in the Proposal.

The scope of services is attached to this solicitation.

MDOT will host an optional RFP informational meeting on December 1, 2005 at the Grand Region Office. If you are interested in attending this meeting, please respond via email to the Project Manager by noon on November 22, 2005. Information disseminated at the RFP informational meeting will not change the requirements of the Request for Proposal. The informational meeting will include viewing of the control room, and an opportunity to review reference documents to further improve prospective responders' understanding of the project. No minutes will be generated from this meeting.

SCOPE OF SERVICES FOR GRAND RAPIDS ITS CONTROL ROOM SERVICES

PROJECT LOCATION: Grand Region Office

CONTROL SECTION, JOB NUMBER: ITS Operations coding

DESCRIPTION OF WORK: Grand Rapids ITS Control Room Operations Services

I. Primary Prequalification Classification:

Traffic and Safety Service – Traffic Operations Studies

The anticipated start date of the service is April 1, 2006.

The anticipated completion date for the service is September 30, 2007.

DBE Requirement: 0%.

MDOT Project Manager:

Suzette Peplinski
Grand Region Office
1420 Front Ave., NW
Grand Rapids, MI 49504

peplinskis@michigan.gov
616-451-8448

The Consultant shall contact the Project Manager prior to beginning any work on this Project.

GENERAL INFORMATION

Location: MDOT's traffic management center (TMC) for Grand Rapids area is at the Grand Region Office, 1420 Front Ave., NW, Grand Rapids, MI 49504.

Description: The TMC's core functions include incident (both planned and un-planned) management, traffic information, data collection, and coordination with local agencies and public organizations.

The Grand Rapids TMC current field infrastructure includes approximately 17 cameras, 10 Variable Message Signs (VMS), and 4 Variable Speed Signs (VSS). The infrastructure is connected to the workstations at the TMC via a variety of communications paths. Additional infrastructure, including cameras, VMS, detectors, ramp meters, ACTRA signal system,

and/or Highway Advisory Radio may be added or activated over the duration of the contract; any such additions shall not be cause for increase in cost of services provided under this contract.

The control room currently includes two (2) PC workstations with monitors. MDOT is in the process of procuring ATMS software during the period of this contract. The current TMC control room may be relocated within the building during the period of this contract. The addition of new ATMS software and/or moving the control room shall not be cause for an increase in the cost of services provided under this contract

Telephone and electronic communication with field personnel, public safety agencies, and other transportation facilities further extend the reach of the MDOT control room operations. Equipment within the control room office will be provided by MDOT.

The TMC control room operations are continually evolving to further improve the effectiveness of the operation to meet the needs of transportation users in the West Michigan area. The consultant shall incorporate processes and practices consistent with good engineering practice to continue these operational improvements over the duration of the contract.

Schedule: This contract is currently anticipated to start in April 2006 and last through September 30, 2007. Due to the evolving nature of the control room operations, if the functions or requirements of the center change significantly during this period, MDOT may terminate this contract and exercise the option to solicit for new operations proposals, to better meet the needs of the transportation users in West Michigan.

The Control Room is anticipated to operate with one operator coverage, as follows:

Day	Time of Day
Mondays – Thursdays	6:00a.m. to 8:00p.m.
Fridays (May – Labor Day)	6:30a.m. to 9:00p.m.
Saturdays (May – Labor Day)	1:00 - 5:00 pm
Sundays (May – Labor Day)	5:00 - 8:00 pm
Fridays (Labor Day – April)	6:30a.m. to 8:00p.m.
Saturdays - Sundays (Labor Day – April)	None
Holidays*	None

* Holidays are defined as: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Days (Thursday and Friday), and Christmas Day. Holiday hours may be added during the contract, if determined to be beneficial.

Additionally, center may be operated during special or planned events. MDOT reserves the right to operate the center for any additional hours with its own personnel, or have personnel supplement the consultant staff, at any time during the contract.

CONSULTANT RESPONSIBILITIES:

A. General

The Consultant shall furnish all services and labor necessary to conduct and complete the Services described herein. The Consultant shall also furnish materials, equipment, supplies, and incidentals necessary to perform the Services (other than those designated in writing to be furnished by the Department). The Services shall be performed to the satisfaction of the Department consistent with applicable professional standards.

1. The Consultant's principal contact with the Department shall be through the designated Project Manager.
2. The Services described herein are financed with public funds. The Consultant shall comply with applicable Federal and State laws, rules, and regulations. The Consultant shall perform operations in accordance with MIOSHA regulations and accepted safety practices. The Consultant shall wear the appropriate personal safety equipment in accordance with MDOT policy.
3. The Consultant agrees to demonstrate knowledge of, and performance in compliance with, the standard practices and guidelines of the Department; the Michigan Manual of Uniform Traffic Control Devices; and all other references, guidelines, and procedures manuals needed to carry out the work described herein in an appropriate manner.
4. The Consultant shall notify the Project Manager, in writing, prior to any personnel changes from those specified in the Consultant's original approved proposal. Any personnel substitutions are subject to review and approval of the Project Manager.

B. Control Room Operations:

1. Operator Duties

Operators shall perform all control room duties, including but not limited to:

- Camera monitoring and control
- Variable Message Sign (VMS) messaging
- Variable Speed Sign (VSS) adjustments
- High impact traffic advisory notifications
- Other traffic information dissemination, including telephone, fax, email, and instant messenger communications
- Enter and update incident records and documentation
- Documentation of daily activities, such as: call log updates, VMS message logs, communication logs. Daily reporting to MDOT Project Manager.
- Provide monthly summaries of activity logs, incident reporting, and other control room activity.
- Monitor media traffic broadcasts for applicable information

- Communicate with the Michigan State Police (MSP), City of Grand Rapids Police Department (GRPD), and other public safety agencies for effective incident management
- Communication with MDOT personnel: ITS Operations Engineer, Region T&S Engineer, TSC staff, field personnel, etc.
- Detect and report on ITS infrastructure maintenance issues
- Appropriate follow up on incidents to help ensure safe and effective operation of the highway system.
- Automatic Traffic Management System (ATMS) system monitoring and operation, if ATMS is procured during this contract.
- Monitor ACTRA signal system, if access is added to MDOT control room during this contract.
- Monitor and report on road weather information, if system is added to MDOT control room during this contract.

Other tasks performed by control room staff include access control, facilitating tours, managing safety message schedule, and related duties.

2. Operator Position Requirements

All operators shall have an Associate's Degree or equivalent degree. All operators shall pass a pre-employment drug test and security background check. Operators should have good communication skills (oral and written).

3. Operator Training

Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable operations staff. Consultant shall maintain and deliver training documentation (reference Control Room Operations Manual section). Training shall incorporate relevant traffic engineering fundamentals for optimum performance of freeway and non-freeway operations.

C. Project Management:

Project Manager (PM) shall be an engineer licensed in the State of Michigan with relevant experience in traffic engineering, and freeway and non-freeway traffic operations. Project manager shall have good communication skills, and the ability and willingness to be flexible and responsive.

1. Meetings (PM and/or operators and/or engineers)

Consultant shall participate in meetings with internal and external stakeholders. Participation may include preparation of presentation and handout materials, scheduling and notification, and/or development and distribution of meeting agendas and minutes. Meetings may include, but not limited to, bi-weekly MDOT operations meetings, local incident management meetings, MPO meetings, maintenance

meetings, special event coordination, communications coordination, utility meetings, construction project meetings, and MDOT traffic & safety business meetings. Additional meetings will be required to meet the evolving operational needs.

2. Quality Control

Consultant shall implement and manage quality control processes that ensure a high quality of services provided by the control room. Quality control program shall review accuracy of traffic information and provide options for improvement. At a minimum, accuracy shall be tracked for the following conditions: Accident messages, Road, lane, and ramp closure messages, Auxiliary accident messages, Incident records, and other Advisories. Consultant shall provide summary quality control reports to MDOT monthly.

3. Public Safety Coordination

The primary mission of MDOT's TMC is optimum traffic operations through incident management, traffic information, and local coordination. To ensure optimal traffic operations during non-recurring incidents, close coordination with public safety agencies is required. Relationships are being developed and strengthened to ensure good communication, coordination, and collaboration with public safety partners, and it is a requirement that the Consultant work with MDOT to continue development for improvements in incident management. All outreach and coordination activities with other agencies shall be closely coordinated with the MDOT Project Manager.

The Consultant shall provide outreach efforts to other public safety agencies consistent with the goals and objectives of the Region ITS operations team.

4. Media Coordination

MDOT's media partners serve an important role in disseminating traffic information to the motoring public. **All media outreach activities shall be closely coordinated with the MDOT Project Manager.**

The Consultant shall work with MDOT, to ensure clear, effective, and accurate traffic information to the public, to help promote MDOT / Region ITS program information, to ensure a positive relationship between media partners and MDOT, and to promote dissemination of traffic and safety information through our media partners. The Consultant shall not release any information to broadcast, print or internet media other than real time traffic information updates without prior MDOT approval. The consultant will refer all media inquiries to the MDOT Project Manager or Region Communications Representative.

The Consultant shall periodically sample the quality and accuracy of the traffic broadcasts of media partners. Media broadcasts shall be sampled monthly. The Consultant shall maintain a media file, including recordings, of feature stories and highlights regarding ITS programs in the region. The Consultant shall bring to the

attention of the MDOT Project Manager any incorrect or potentially negative reporting of MDOT information by media partners within 24 hours of such observation.

5. Stakeholder Coordination

Consultant shall coordinate with region and statewide ITS stakeholders including other MDOT offices, MSP, GRPD, Michigan Department of Information Technology, and other any consultants working on MDOT ITS projects. All communication with these stakeholders shall be coordinated with the MDOT Project Manager.

6. Control Room Operations Manual

In order to ensure effective control room operations, Consultant shall help develop, then maintain and update the TMC control room Operations Manual, training materials, quick reference sheets, and related documentation that communicate operating procedures to operators.

At a minimum, Operations Manual shall be updated manually, with interim updated posted as needed to communicate procedure updates to operators. Training materials shall be updated at least four (4) times a year or more to support training necessary to ensure effective control room operations. Quick reference sheets include, but are not limited to, contact lists, ITS infrastructure location lists, maps, summary procedure documents, and others. These shall be updated on an as needed basis, and consolidated in the Operations Manual annually.

D. Traffic Management and Operations Studies:

The Consultant shall provide technical services as directed by the MDOT Project Manager on an as-directed task basis to improve operations at the Grand Region TMC control room. The level of effort anticipated for this effort is approximately 500 staff hours per year.

MDOT is a current member of the Traffic Management Center Pooled Fund Study (TMC PFS). Consultant shall reference products developed by the TMC PFS for improvement to control room operations to benefit from practices at other TMCs in the country. Reference of TMC PFS products, along with other published reference materials, shall be an integral part of the base services provided to ensure continued improvement of freeway and non-freeway operations.

Other services that may be directed under this task could include development of a ITS maintenance plan, preparation of detailed after action report(s), development of alternate route maps, development of GIS maps to communicate traffic information, a scan of best practices from other TMC programs, review on MDOT's behalf of products being developed for the TMC PFS, or others.

MDOT RESPONSIBILITIES:

- A. Schedule and/or conduct the following:
 - 1. Operations related meetings.
 - 2. Field review meetings
 - 3. Staff Meetings
 - 4. Construction project meetings
- B. Provide the following:
 - 1. Control room equipment, devices, hardware, and software for control room operations.
 - 2. Office phone, fax, copier, and printer for control room use.
 - 3. Regular office supplies for use in the control room office.
- C. Furnish applicable guides and plans for operations, if available.

VENDOR PAYMENT:

All invoices/bills for services must be directed to the Department and follow the 'then current' guidelines. The latest copy of the "Professional Engineering Service Reimbursement Guidelines for Bureau of Highways" is available on MDOT's Bulletin Board System. This document contains instructions and forms that must be followed and used for invoicing/billing; payment may be delayed or decreased if the instructions are not followed.

Payment to the Vendor for Services rendered shall not exceed the "Cost Plus Fixed Fee Not to Exceed Maximum Amount" unless an increase is approved in accordance with the contract with the Vendor. All invoices/bills must be submitted within 14 calendar days of the last date of services being performed for that invoice.

Direct expenses will not be paid in excess of that allowed by the Department for its own employees in accordance with the State's Standardized Travel Regulations. Supporting documentation must be submitted, with the invoice/bill, for all billable expenses on the Project. The only hours that will be considered allowable charges for this contract are those that are directly attributable to the CE activities of this Project. Hours spent in administrative, clerical, or accounting roles for billing and support, are not considered allowable hours; there will be no reimbursement for these hours.

Reimbursement for overtime hours will be limited to time spent on this project in excess of forty hours per week. Any variations to this rule should be included in the price proposal.